

TennCare Oversight Division Summary of Provider Complaints for Calendar Year 2022

1st Quarter Total: 153*
2nd Quarter Total: 175*
3rd Quarter Total: 251*
4th Quarter Total: 264 *
2022 Total: 843

Amerigroup TN TennCare 1st Qtr. Total – 69

Denial Reversed: 39
Denial Upheld: 24
Duplicate: 1
Paid: 1
Partial: 3
Resolved: 1

AGP TennCare YTD Total: 236**

Amerigroup TN TennCare 2nd Qtr. Total – 66

Denial Reversed: 41
Denial Upheld: 18
Duplicate: 1
Paid: 1
Partial: 2
Question Answered: 1
Withdrawn: 2

Amerigroup TN TennCare 3rd Qtr. Total – 59

Denial Reversed: 40
Denial Upheld: 13
Paid: 1
Partial: 2
Question Answered: 2
Resolved: 1

Amerigroup TN TennCare 4th Qtr. Total – 42

Denial Reversed: 23
Denial Upheld: 11
Paid: 1
Partial: 2
Pending: 2
Resolved: 2
Withdrawn: 1

Amerigroup TN CoverKids 1st Qtr. Total - 2

Denial Reversed: 2

Amerigroup TN CoverKids 2nd Qtr. Total - 4

Denial Reversed: 4

Amerigroup TN CoverKids 4th Qtr. Total – 2

Denial Reversed: 2

Amerigroup TN Medicare Advantage-&/or MA Special Needs Plan 1st Qtr. Total – 6 (5 SNP)

Denial Reversed: 4

Denial Upheld: 2

Amerigroup TN Medicare Advantage-&/or MA Special Needs Plan 2nd Qtr. Total – 3 (3 SNP)

Denial Reversed: 1

Denial Upheld: 2

Amerigroup TN Medicare Advantage-&/or MA Special Needs Plan 3rd Qtr. Total – 13 (11 SNP)

Denial Reversed: 7

Denial Upheld: 6

Amerigroup TN Medicare Advantage &/or MA Special Needs Plan 4th Qtr. Total – 22 (21 SNP)

Denial Reversed: 5

Denial Upheld: 17

AGP Iowa 3rd Qtr. Total – 1

Ineligible: 1

AGP TN TennCare & OptumRx TennCare 3rd Qtr. Total – 1

Resolved: 1

BCBST 1st Qtr Total – 1

Referred to Consumer Insurance Services: 1

DentaQuest TennCare 4th Qtr. Total – 2

Denial Upheld: 1

Withdrawn: 1

DentaQuest TennCare YTD Total: 2**

DentaQuest AGP SNP 4th Qtr. Total – 1

Denial Upheld: 1

PharmacyFirst 4th Qtr. Total – 1

Consumer Insurance Services Referral: 1

Omnicare 1st Quarter Total – 1

Referred to Consumer Insurance Services: 1

OptumRx & UnitedHealthcare Plan of the River Valley TennCare 4th Qtr. Total – 1

Resolved: 1

TennCare 1st Qtr. Total – 4

Denial Upheld: 1

Question Answered: 2

Resolved: 1

TennCare 2nd Qtr. Total – 4

Question Answered: 3

Resolved: 1

TennCare 3rd Qtr. Total – 2

Referral: 1

Resolved: 1

TennCare 4th Qtr. Total – 2

Denial Upheld: 1

Resolved: 1

TennCare & AGP 3rd Qtr. Total – 1

Question Answered: 1

UnitedHealthcare Plan of the River Valley TennCare 1st Qtr. Total – 30

Denial Reversed: 11

Denial Upheld: 16

Duplicate: 1

Partial: 2

UPRV TennCare YTD Total: 112**

UnitedHealthcare Plan of the River Valley TennCare 2nd Qtr. Total – 28

Denial Reversed: 14

Denial Upheld: 12

Duplicate: 2

UnitedHealthcare Plan of the River Valley TennCare 3rd Qtr. Total – 33

Denial Reversed: 20

Denial Upheld: 11

Partial: 2

UnitedHealthcare Plan of the River Valley TennCare 4th Qtr. Total – 21

Denial Reversed: 8

Denial Upheld: 11

Partial: 2

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 1st Qtr. Total – 2

Denial Reversed: 1

Denial Upheld: 1

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 2nd Qtr. Total – 13

Denial Reversed: 7

Denial Upheld: 5

Withdrawn: 1

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 3rd Qtr. Total - 21

Denial Reversed: 2

Denial Upheld: 17

Resolved: 1

Withdrawn: 1

UnitedHealthcare Plan of the River Valley MA Special Needs Plan 4th Qtr. Total – 13

Denial Reversed: 5

Denial Upheld: 8

UHC Commercial 3rd Qtr. Total – 1

Consumer Insurance Services Refer: 1

Volunteer State Health Plan TennCare 1st Qtr. Total – 36

Denial Reversed: 16

Denial Upheld: 16

Ineligible: 1

Partial: 3

VSHP TennCare YTD Total: 296**

Volunteer State Health Plan TennCare 2nd Qtr. Total – 38

Denial Reversed: 13

Denial Upheld: 17

Partial: 5

Question Answered: 2

Resolved: 1

Volunteer State Health Plan TennCare 3rd Qtr. Total – 95

Denial Reversed: 25

Denial Upheld: 58

Partial: 12

Volunteer State Health Plan TennCare 4th Qtr. Total – 126

Denial Reversed: 18

Denial Upheld: 47

Partial: 61

Volunteer State Health Plan MA SNP 1st Qtr. Total – 2

Denial Upheld: 2

Volunteer State Health Plan MA SNP 2nd Qtr. Total – 19

Denial Reversed: 3

Denial Upheld: 16

Volunteer State Health Plan MA or SNP 3rd Qtr. Total – 25 (24 SNP)

Denial Reversed: 8

Denial Upheld: 17

Volunteer State Health Plan MA or SNP 4th Qtr. Total – 28

Denial Reversed: 6

Denial Upheld: 22

Volunteer State Health Plan TennCare & SNP 4th Qtr Total - 1

Partial: 1

VSHP, AGP, UPRV Combined TennCare 4th Quarter Total – 1

Ineligible: 1

Wellcare/Evolve 4th Qtr. Total – 1

Consumer Insurance Services Referral: 1

*Includes all Provider Complaints received.

** Excludes CoverKids, Special Needs Plan or FIDE Plan Provider Complaints.

Compare to previous years:

2021 Total: 561

2020 Y Total: 570